

2014 CUSTOMER SATISFACTION SURVEY

NAVAJO COUNTY STRATEGIC PLANNING TEAM

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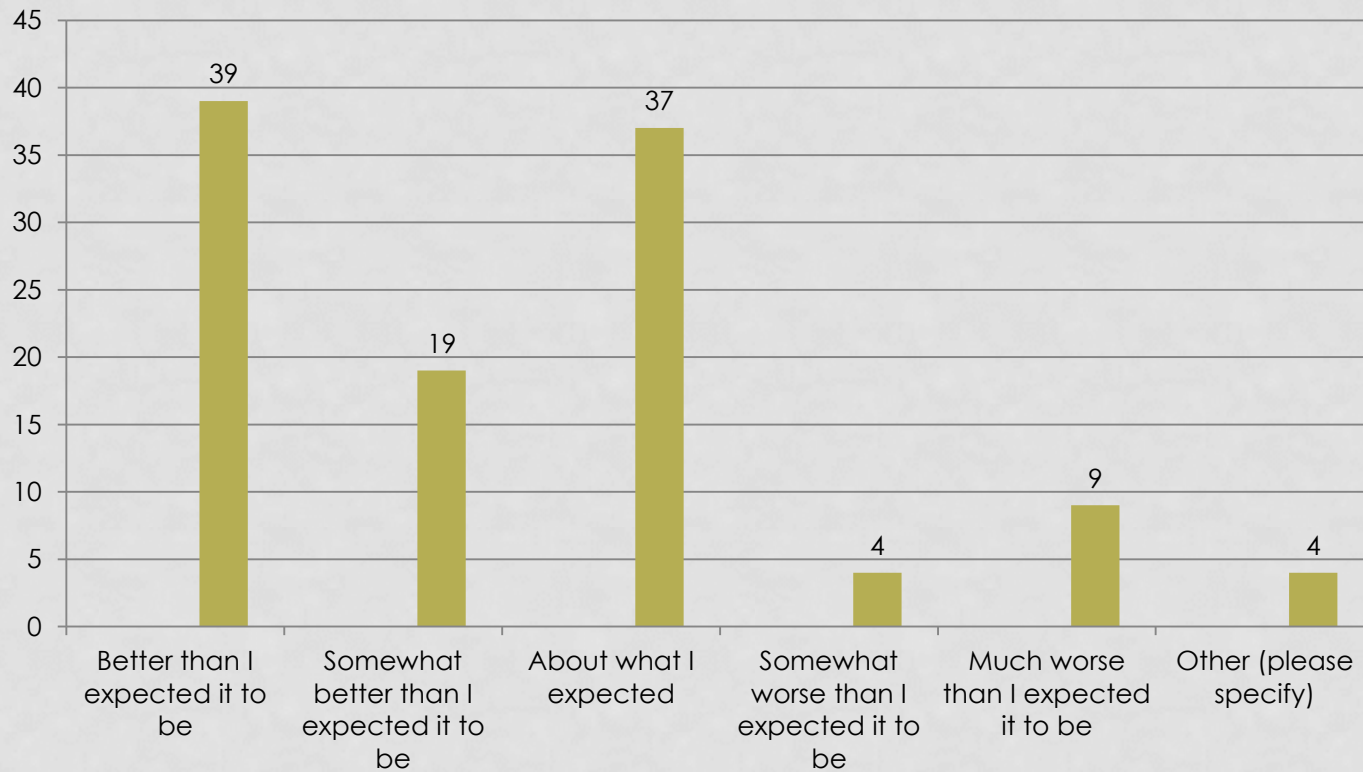
WHY A CUSTOMER SERVICE SATISFACTION CHECK?

- Key to excellence, innovation, and accountability
- Continual self-checks
- Start baseline data results

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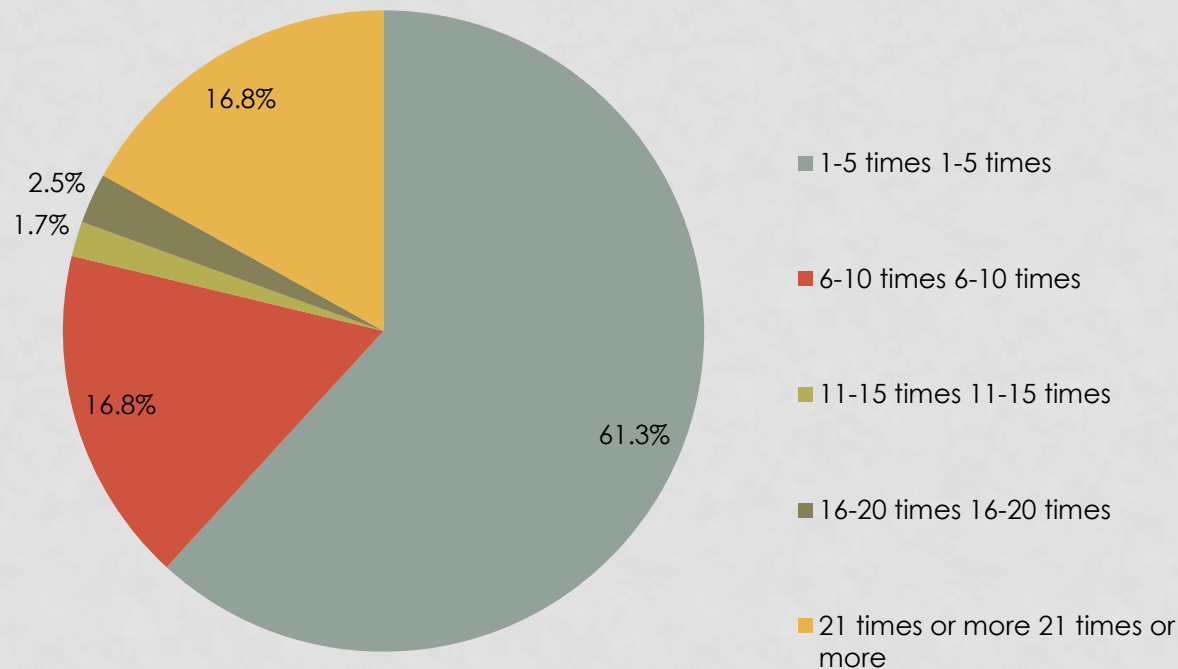
HOW WAS YOUR EXPERIENCE WITH NAVAJO COUNTY?



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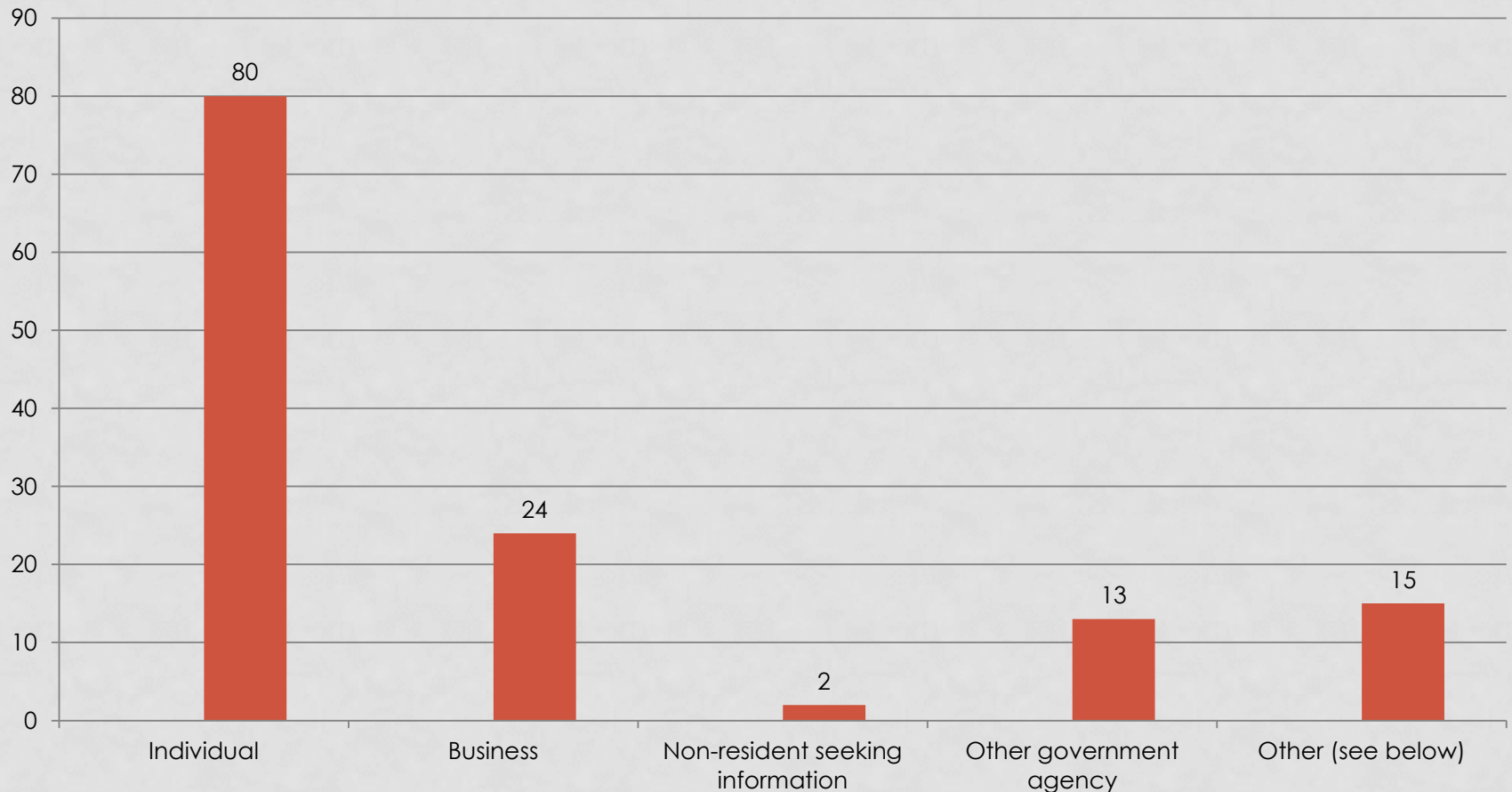
HOW MANY TIMES HAVE YOU CONTACTED NAVAJO COUNTY IN THE PAST YEAR?



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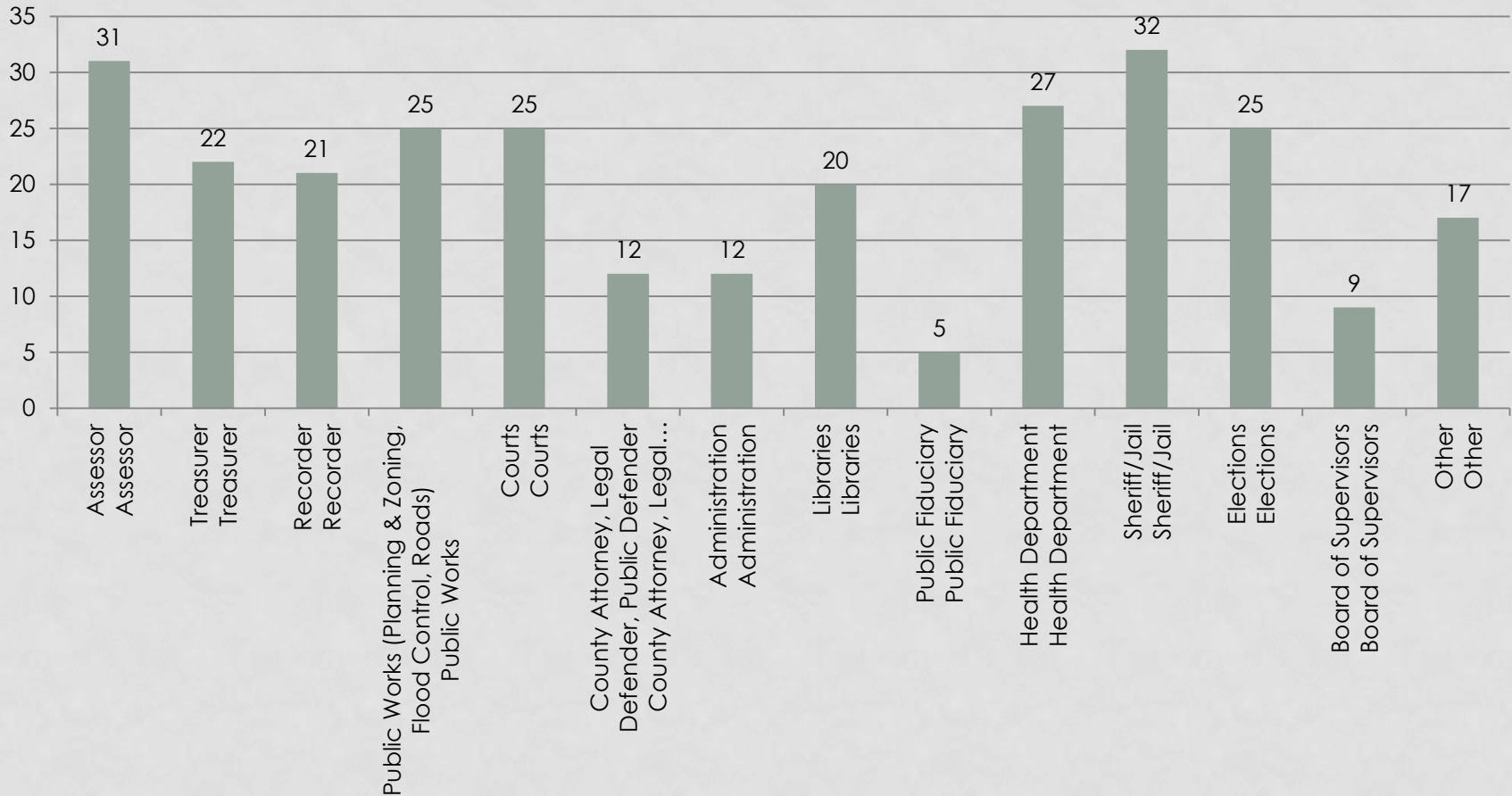
DURING THIS INTERACTION, IN WHAT CAPACITY WERE YOU ACTING?



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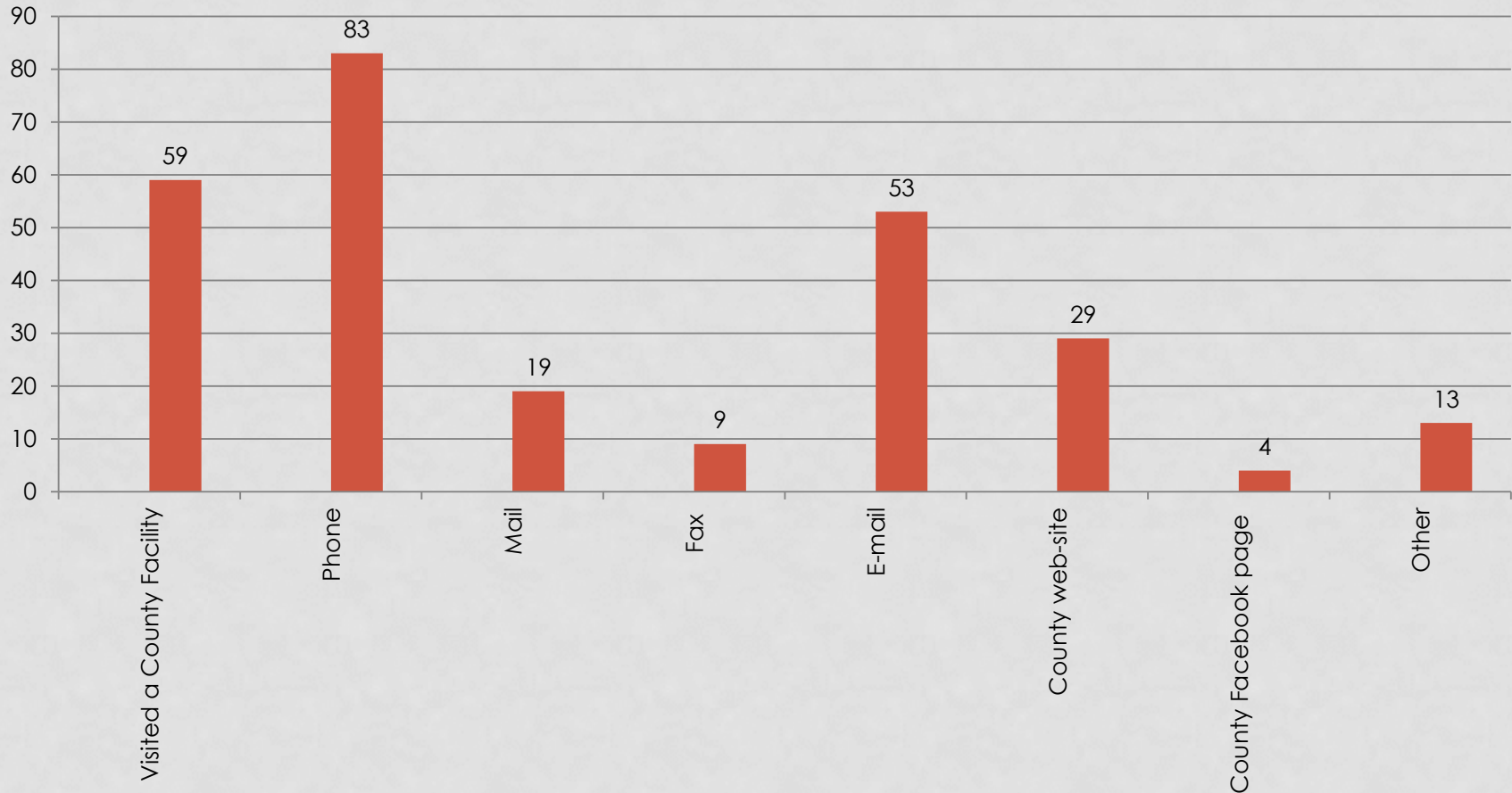
WHICH NAVAJO COUNTY DEPARTMENT DID YOU CONTACT?



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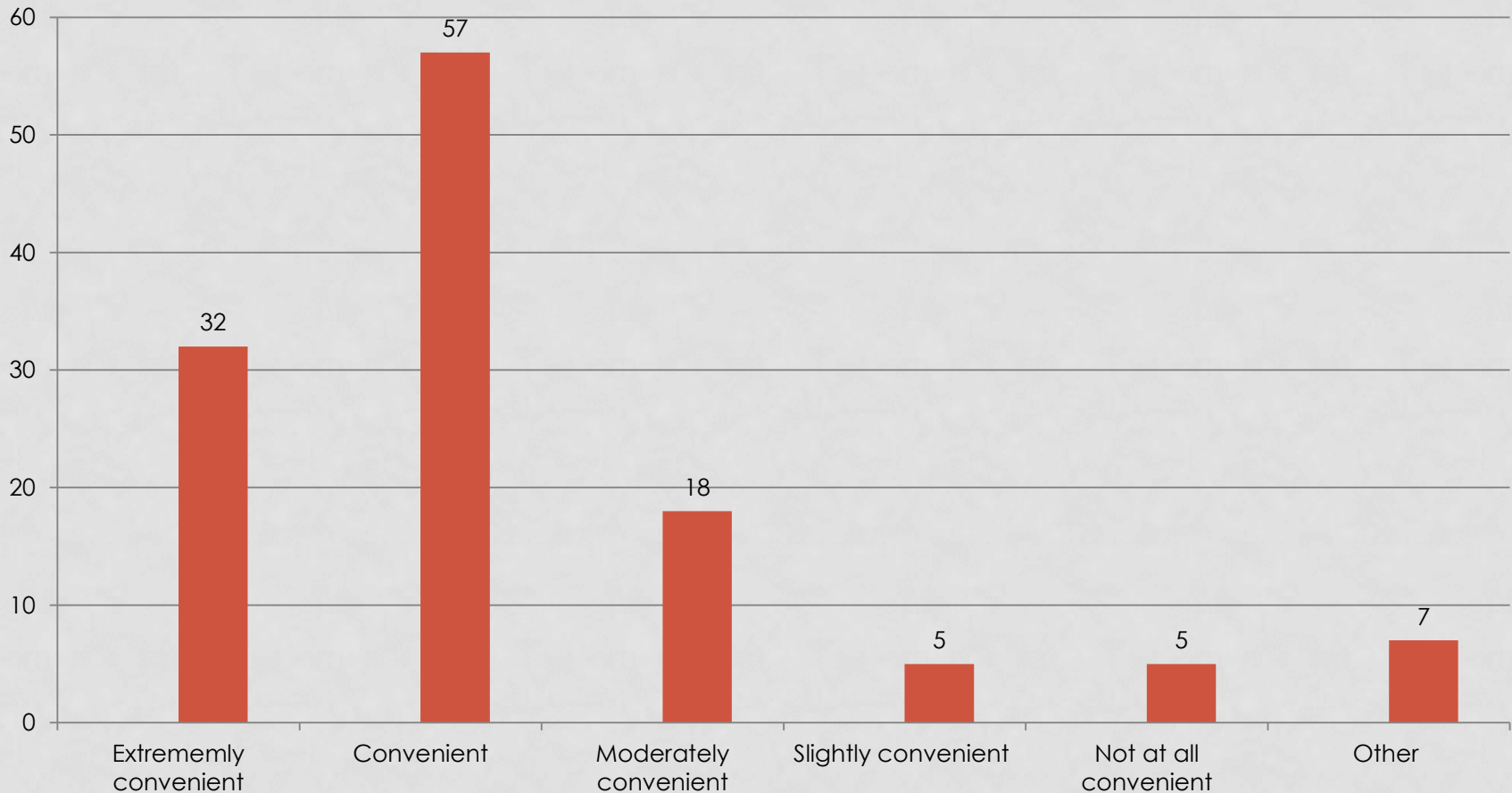
WHAT METHODS HAVE YOU USED TO CONTACT A COUNTY DEPARTMENT OR EMPLOYEE?



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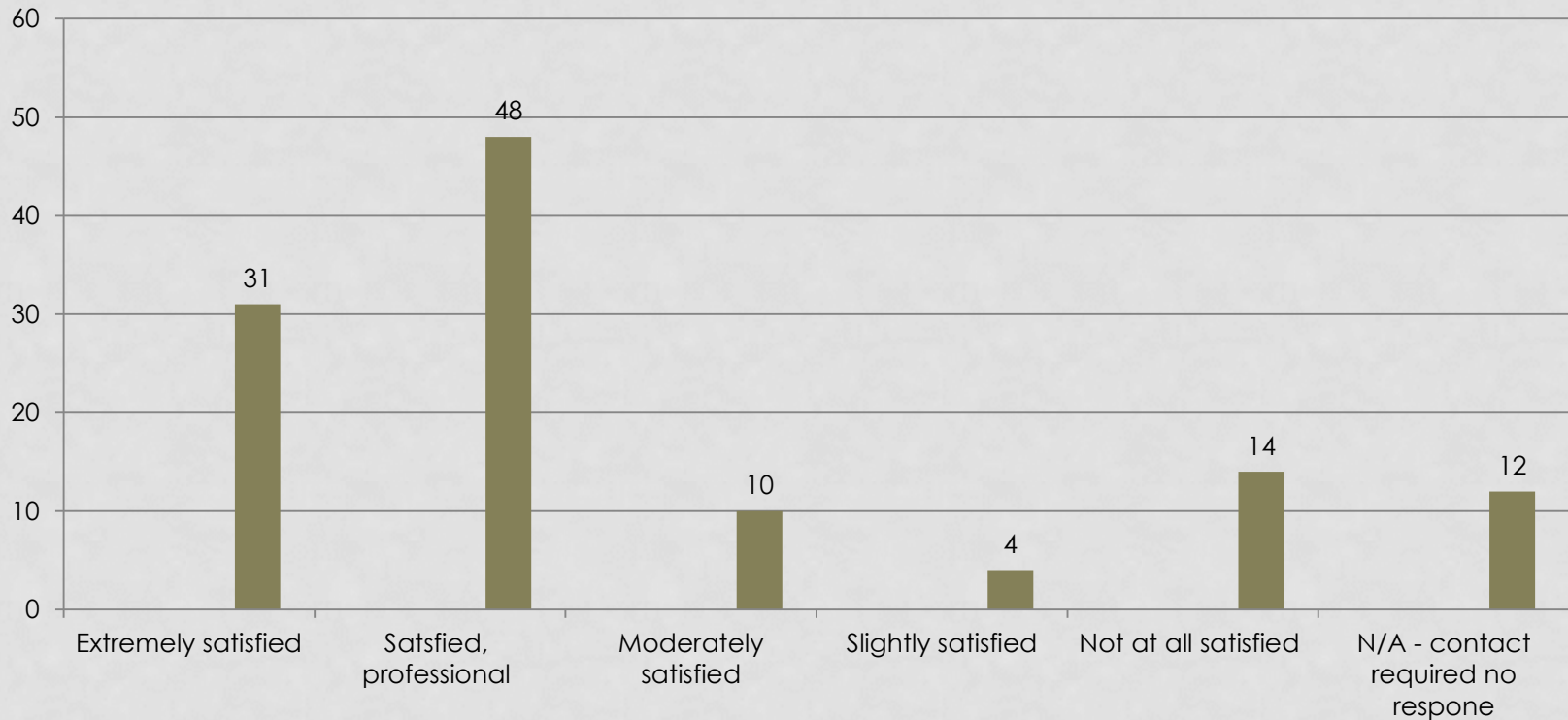
HOW CONVENIENT WAS THIS METHOD OF CONTACT TO USE?



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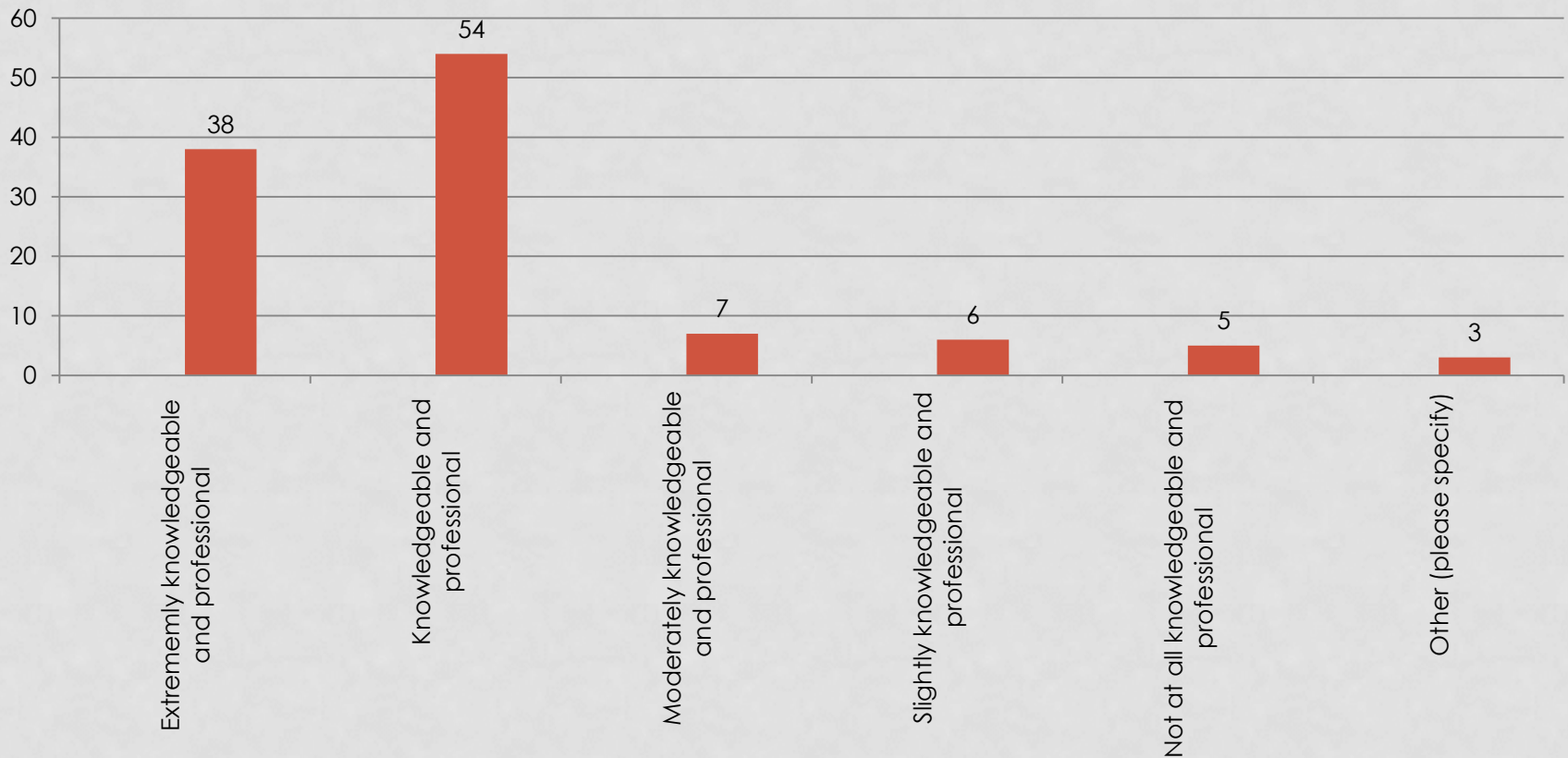
IF YOUR CONTACT REQUIRED A RESPONSE, WERE YOU SATISFIED WITH THE RESPONSE?





WAS THE RESPONDING EMPLOYEE KNOWLEDGEABLE AND PROFESSIONAL?

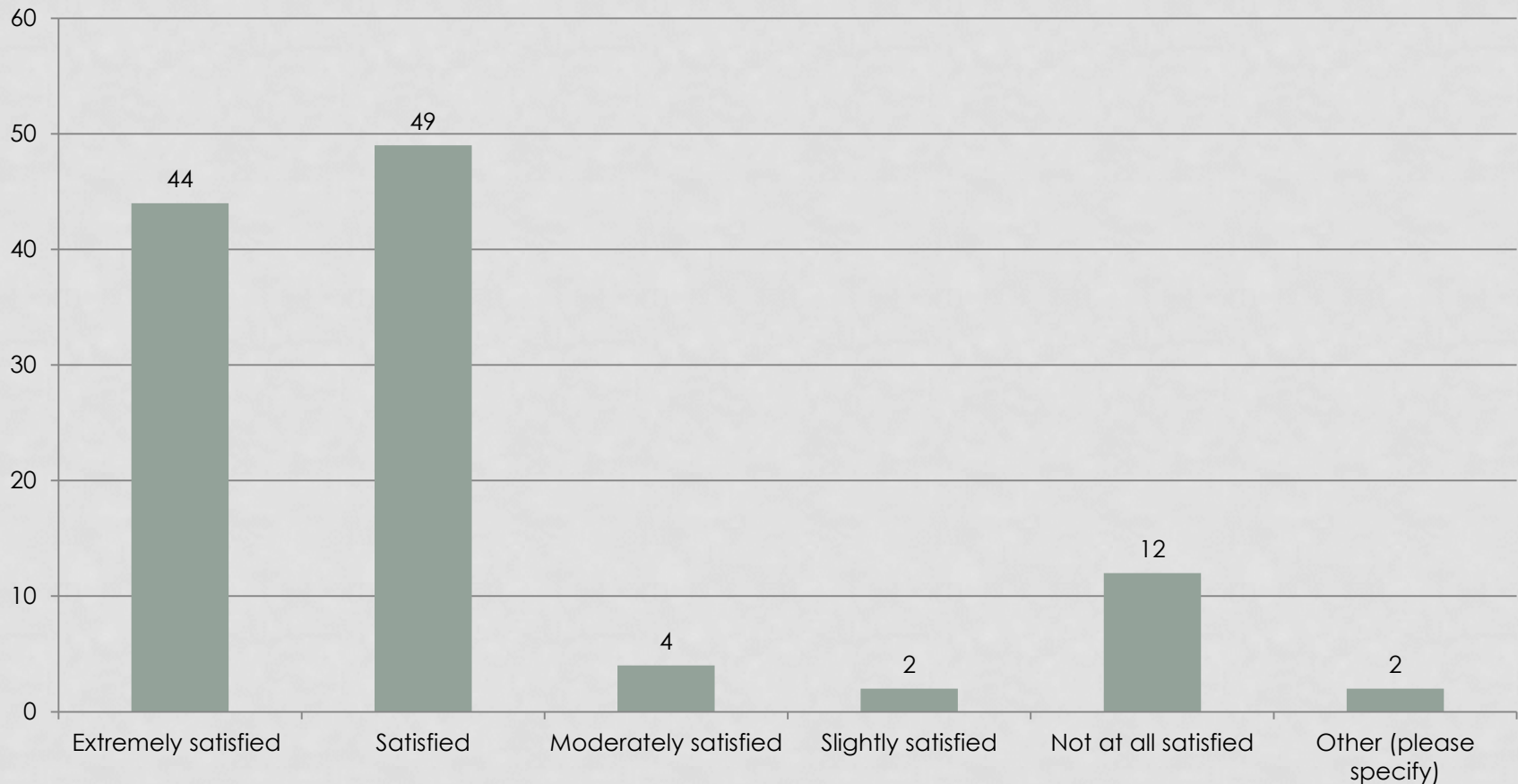
Was the responding employee knowledgeable and professional?



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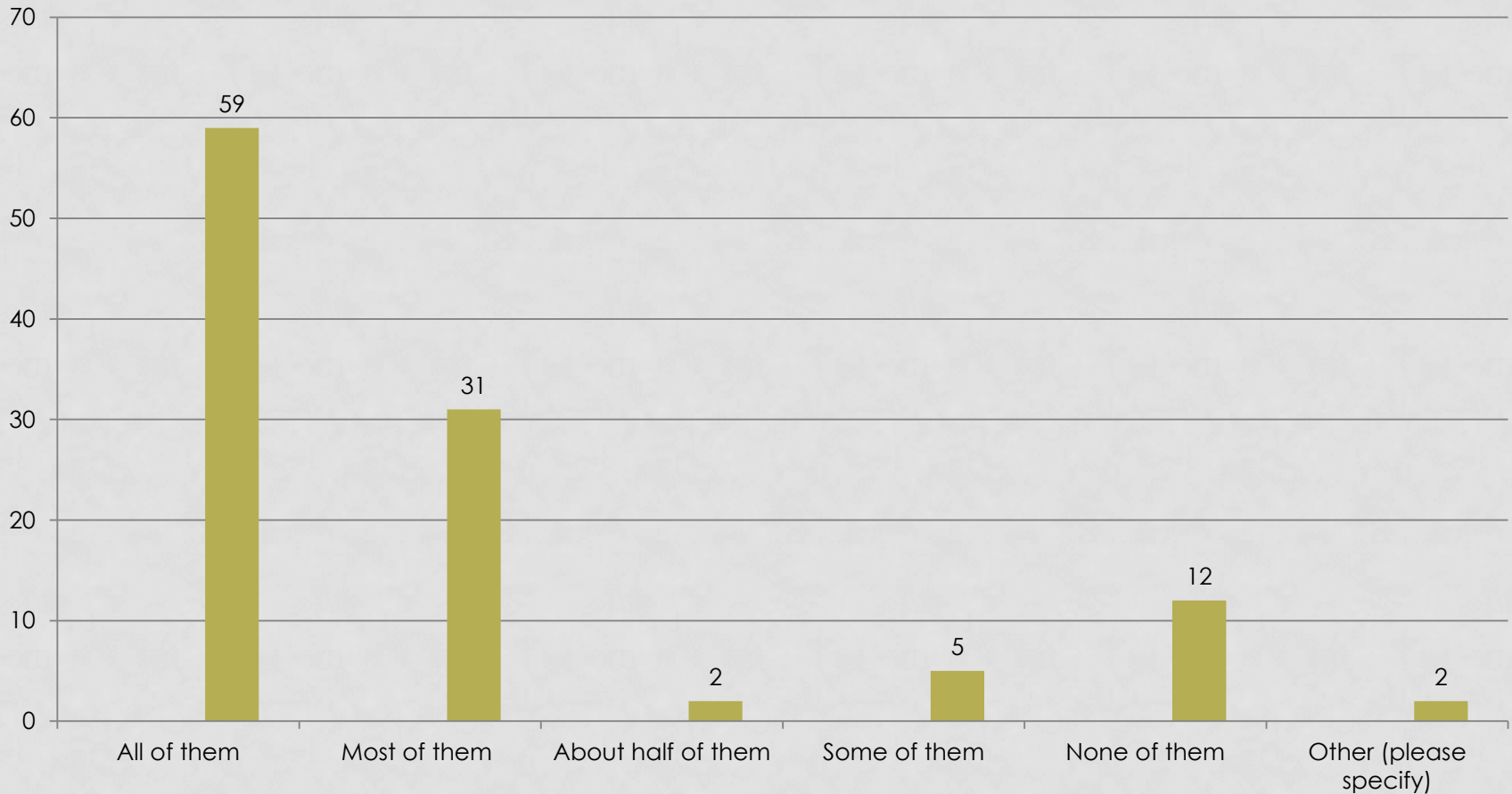
ARE YOU SATISFIED WITH THE TIME FRAME IN WHICH THE EMPLOYEE RESPONDED TO YOUR QUESTION OR CONCERN?



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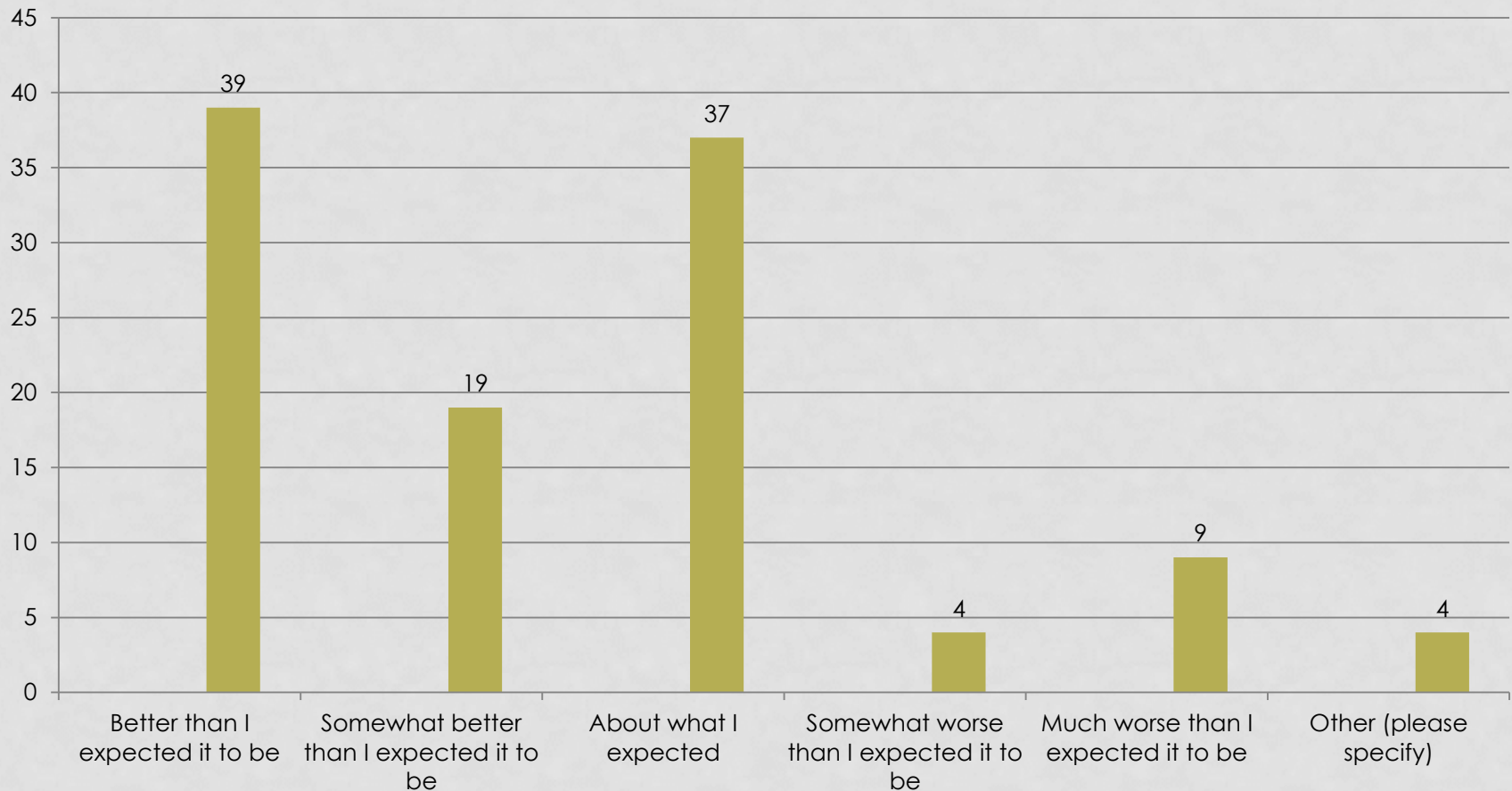
HOW MANY OF YOUR QUESTIONS, CONCERNS, REQUESTS WERE RESOLVED?



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HOW WAS YOUR EXPERIENCE WITH NAVAJO COUNTY?

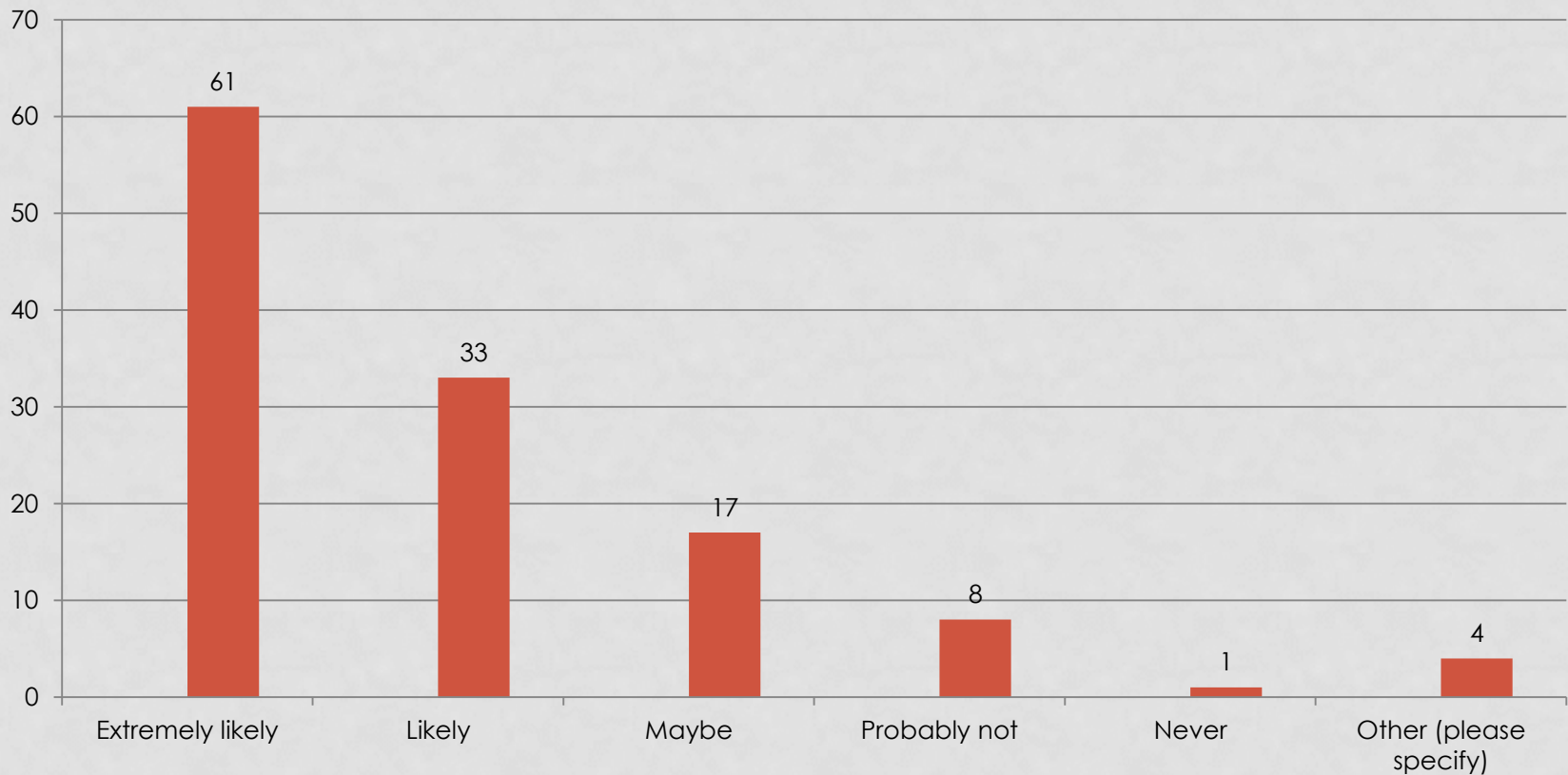


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HOW LIKELY ARE YOU TO CONTACT NAVAJO COUNTY IN THE FUTURE?

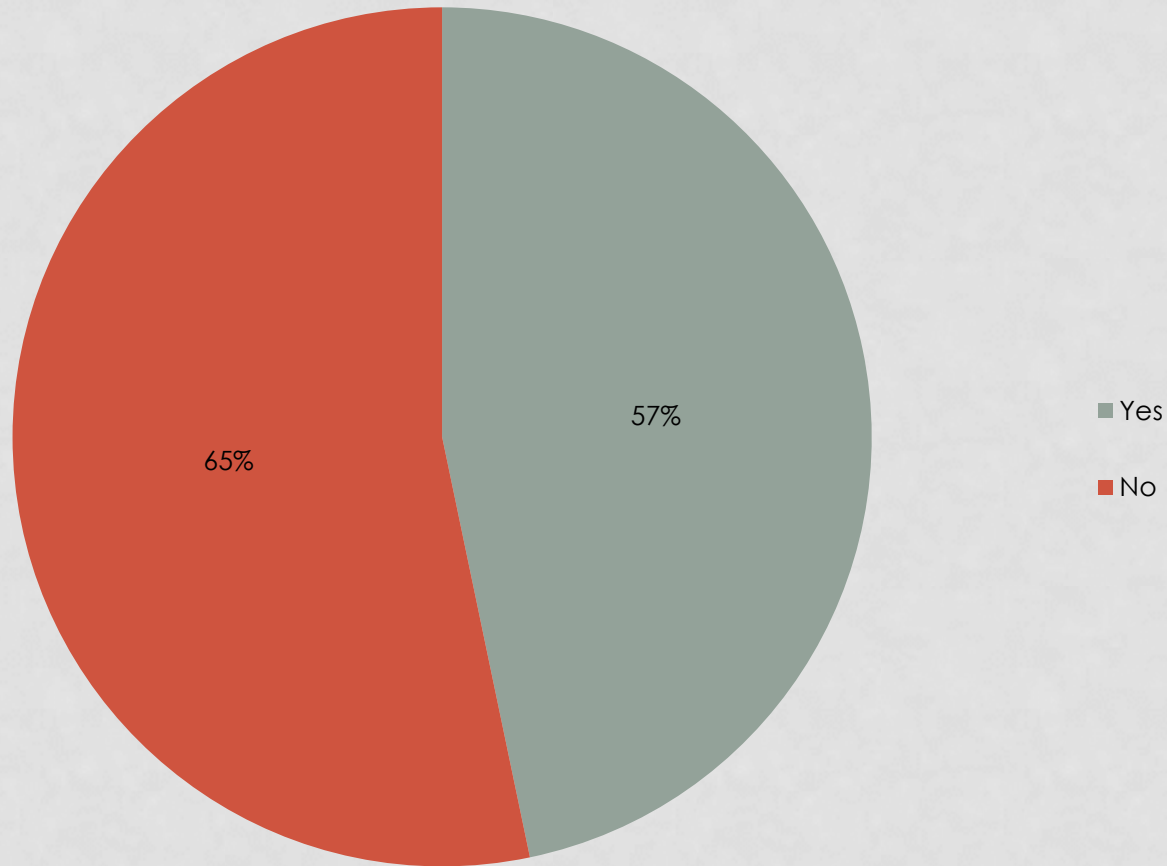
How likely are you to contact Navajo County in the future?



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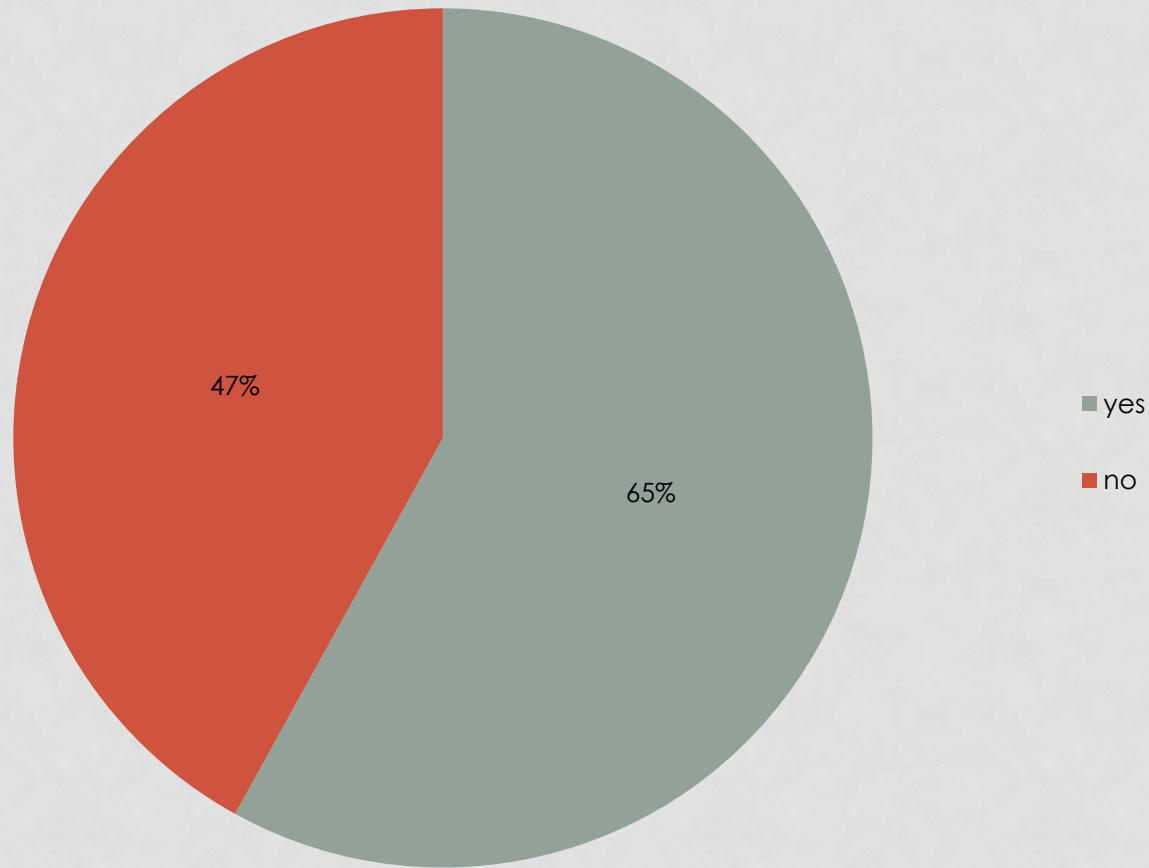
Are you aware of Navajo County's Strategic Plan and its goal of delivering excellence in service and leadership through teamwork, accountability, integrity, excellence and innovation?



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IF YOU HAVE CONTACTED NAVAJO COUNTY PRIOR TO 2013,
HAVE YOU NOTICED AN IMPROVEMENT IN CUSTOMER SERVICE,
OR YOUR SATISFACTION WITH COUNTY SERVICES
OR COUNTY LEADERSHIPS?



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QUESTIONS



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